

## **Benjamin Bielak Jr**

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### Chief Information Officer

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A mission-driven, strategic technology leader passionate about conceiving, delivering, and maintaining high-value solutions. Approaches challenges in a collaborative manner to achieve shared goals. Motivated, continual learner who is interested in organizational development. Diverse experience, including higher education, high-growth healthcare, academic medical center, consulting, and scientific research.

## **Professional Experience**

### **Harvard University, Cambridge, MA 2015-**

*Director, Academic Technology, Harvard University Information Technology*

Responsible for the strategy, design, implementation, budget, and operations of several services supporting teaching, learning, research, and administration. Highlights include:

- Leading University-wide effort to deliver on a top ten Harvard University Information Technology goal, including multi-year capital planning regarding digital video services
- Running a multi-million dollar internal business offering web publishing products and services
- Reorganizing Academic Technology – vision, strategy, services, structure, staffing, and space
- Providing account management and consulting to Harvard Public Affairs and Communications as they transition several critical web properties to an internal cloud hosting and DevOps service

### **Framingham State University, Framingham, MA 2015-**

*Adjunct Professor, Graduate Studies, Healthcare Informatics and Technology* (Blackboard hybrid course)

### **Dovetail Health, Needham, MA, 2006-2014**

Innovative Population Health solution provider helping payers, providers, and hospitals reduce costs and increase compliance through care management programs focusing on medication adherence and care transitions.

*Chief Information Officer [CIO] (Director of Technology 2006-2008)*

Reporting to the CEO, responsible for all aspects of enterprise-wide technology planning and implementation including strategy, architecture, evaluation, budget, operations, support, training, product management, software development, analytics, infrastructure, and networking. Highlights include:

- Worked with C-level peers to establish, monitor, and evolve company's direction and strategic goals
- Conceived of vision, developed roadmap, architected, and led the delivery of organization's mobile-enabled health management solution that supported service delivery in multiple contexts
- Planned, established, and monitored multi-million dollar annual IT budget including capital requirements
- Presented technology strategy and product offering approach to company investment board
- Created and chaired governance structure and process to support planning, investment, and implementation decisions
- Initiated and led transformation into product company – generated million dollar+ revenue stream
- Built technology team from 2 to 45 (33 staff; 12 consultants) – highest morale team at Dovetail
- Designed, partnered, and implemented solution to provide 24x7 user support that could scale with growth
- Formed relationships with external vendor partners and managed contracts and budgets to ensure appropriate resource utilization
- Achieved and maintained regulatory data privacy and security compliance
- Oversaw facilities expansion, infrastructure improvements, and security and disaster recovery efforts
- Improved clinical efficiency (and morale) – e.g. 50% reduction in time spent on clinical documentation
- Led culture team to maintain company culture through scale and multi-state expansion

### **Boston Medical Center (BMC), Boston, MA, 2005–2006**

*Manager of Development and Integration*

Responsible for the success of the custom application and HL7 interface development teams. Highlights include:

- Saved a critical compliance project by clarifying business and operational requirements and building a unified cross-functional team for the organization's Learning Management System (LMS)
- Enhanced visibility of project timelines and deliverables by growing team members' project management skill sets and rolling out a new set of supporting templates

## Sapient, Cambridge, MA, 1997–2005

### *Senior Manager, Technology*

Delivered solutions through different roles, including technology lead, project manager, workshop facilitator, product manager, and consultant. Facilitated workshops with internal and external clients to clarify vision and objectives, develop common understanding of solution characteristics, and create actionable plans to achieve goals. Worked with interdisciplinary teams to develop plans for new projects; researched industry and technology, and identified client needs; contributed to project design and execution.

Project highlights include:

- Led effort to evaluate, plan, and deploy Sapient's global Learning Management System
- Directed program to deliver hybrid learning curriculum to consultants to achieve Microsoft certification
- Managed global Sarbanes-Oxley asset management improvement effort
- Owned 24x7 operational responsibility of a global rewards program web site
- Conducted strategy assessment with a world renowned center for the promotion of genetics and genomics in research and clinical medicine
- Coordinated and led the development of a product offering in partnership with Harvard Medical School that included marketing, business model development, and sales

## Harvard Smithsonian Center for Astrophysics, Cambridge, MA, 1995–1997

- *Software Engineer* – Worked with scientists to identify, design, and deliver technology solutions in support of the Chandra mission (a space-based X-ray telescope)

## WearGuard, Norwell, MA, 1992–1995

- *Senior Programmer* – Responsible for end-to-end lifecycle software application development

## Selected Certifications

- ITIL Foundations (2015)
- College of Healthcare Information Management Executives (CHIME) CHCIO (2009-)
- Certified Professional in Healthcare Information and Management Systems (2006-)
- HL7 V2.5 Control Specialist (2005)

## Selected Presentations, Recognition, and Awards

- Speaker and panelist on “Dynamic Community Care Teams and the Role of Technology”; Mass Technology Leadership Council (2011)
- Speaker and panelist on “Healthcare Technology: Selling Successfully to the Corporate, Consumer and Payer Segments”; Mass Technology Leadership Council (2009)
- Speaker on “Advancing Senior Care with Healthcare Technologies: Emerging Business & Market models”; Mass Technology Leadership Council (2007)
- Panelist on “Innovator’s Panel: Healthcare Integration” at DEVCON (2006)
- Presented to a group of CIO's at CHIME; co-authored demonstration presented at HIMSS (2005)
- Nominated for Sapient Founders' Award. Recognized by peers for demonstrating core values (2002)

## Education

### Degree Programs

- **Master of Business Administration (MBA) - Focus in Change Management**  
Bentley University, Waltham, MA, 2003
- **Master of Science in Computer Science**  
Boston University, Boston, MA, 1998
- **Bachelor of Arts, Computational Methods in Applied Mathematics**  
University of Connecticut, Storrs, CT, 1992 (Co-op, Travelers Insurance, 1988)

### Selected Continuing Education

- Harvard Graduate School of Education, Cambridge, MA, 2015-2016 | Courses in TIE program
  - Connected Teaching in the Digital Age; Innovation by Design: Projects in Educational Technology
- Harvard University Extension School, Cambridge, MA, 2016 | Producing Educational Video
- MOOCs: Data Scientist Toolbox, R Programming, Linear Algebra, US Health Policy, Gamification, SaaS
- CHIME CIO Boot Camp, 2009
- Tufts University, Medford, MA, 2004 | XML Technologies